

Approved
MEETING MINUTES
STATE CONSUMER AND FAMILY ADVISORY COMMITTEE

April 12, 2007

Present: Carl Britton-Watkins, Beaufort Bailey, Wilda Brown, Terry Burgess, Zack Commander, Bill Cook, Kathy Daughtry, Carol DeBerry, Jud Dempsey, Libby Jones, Ron Kendrick, Dorothy O’Neal, Tisha O’Neal-Gamboa, Marian Spencer, Andrea Stevens, David Taylor Jr., Amelia Thorpe and Cynthia Vester.

Absent: Pat Coleman and Fred McClure.

Resigned: David Smitherman.

DMH/DD/SAS Staff Present: Deputy Director Leza Wainwright, Ann Remington, Cathy Kocian and Jesse Sowa.

Guests: Carolyn Anthony, Kent Earnhardt, Loretta King, Pat McGinnis, Judy Taylor, Roy Wilson and Jesse Willoughby.

<i>Presenter & Topic</i>	<i>Discussion</i>	<i>Action</i>
Welcome: Carl Britton-Watkins SCFAC Chair	<ul style="list-style-type: none">• The meeting was called to order at 9:30 A.M.• Ann Remington communicated Chris Phillips’ regrets for not being able to attend SCFAC due to the recent loss of his mother.• Carl Britton-Watkins welcomed new SCFAC member Beaufort Bailey.• Carl thanked the several guests who were present for attending.	<p>The agenda was approved.</p> <p>The March 2007 minutes were approved.</p>
Public Comment & Issues Session	<ul style="list-style-type: none">• Judy Taylor provided SCFAC members with information on the N.C. Council of Community Programs’ “Making System Transformation Work” project, an initiative whose goal is to provide assistance to consumer-run businesses. There is a meeting scheduled for April 19, 2007 from 9:00 am to 12:00 pm at the Council’s Royal Building in Raleigh. In addition, there is a planned luncheon from 12:00 pm to 2:00 pm for anyone who is interested.• Marian Spencer received a letter from Durham CFAC member, Joseph Killshimer opposing the “no wrong door” policy. Mr. Killshimer requested that SCFAC not send a letter supporting this policy. There was some discussion around the fact that some LMEs prefer to have single portal entry. However, Carl Britton-Watkins stated, “SCFAC collectively agreed to support the ‘no wrong door’ policy.”• Wilda Brown shared information received from a guardian about an adult consumer who was released from services without the guardian being notified. SCFAC members suggested that the guardian needs to report the provider. In addition, the guardian could also contact the Division’s	<p>Carl will draft a response to the letter and send it to Mr. Killshimer.</p>

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	<p>Advocacy and Customer Service Section for assistance.</p> <ul style="list-style-type: none"> • Carl Britton-Watkins read a letter received from Catawba CFAC regarding their displeasure in the recent reduction in the rate for Community Support Services. Catawba CFAC members strongly believe that this decision would negatively affect consumers and requested that the decision be retracted. • Pat McGinnis, Foothills CFAC, requested that more local CFAC members attend the SCFAC meeting. Ms. McGinnis spoke about a number of issues including the recent public demonstration opposing the Burke County and Catawba LME merger, the composition of Human Rights Committees and NC Mental Hope, an advocacy organization. Ms McGinnis suggested that SCFAC members visit the NC Mental Hope's website at www.ncmentalhope.org. She also suggested that SCFAC review the Community Support Services rate reduction. • Loretta King, Pathways CFAC, provided SCFAC with a letter from Cheryl Greenwood, Pathways CFAC Chair, regarding the following concerns: <ul style="list-style-type: none"> ○ The need to provide more Medicaid information to the LMEs, ○ The need to enforce regulations for level II and III incidents, ○ The need to have all incidents reported to LMEs first, ○ The need to provide consistent training to CSS workers, ○ The request for licensure for professional and paraprofessionals, ○ The need to transfer medical records in a timely manner and ○ Incentives to reward good providers. • Cynthia Vester received a letter from Roger Barnes suggesting that incentives need to be made available for providers that follow the rules. • At the end of the SCFAC meeting, there was a brief discussion regarding the use of state and/or federal money to fund PowerPoint presentations. If state or federal money is used, then the materials become public property. • SCFAC members were encouraged to visit the following website www.canvasthefilm.com. 	
<p>Discussion with Division Leadership: Leza Wainwright</p>	<ul style="list-style-type: none"> • Leza announced a reduction in the Community Support Rate from \$60 to \$40 effective April 1, 2007. This service is the single largest line item and the state spends more money on Community Support Services (CSS) than on hospitals, drugs and doctors without receiving anticipated outcomes. The Division recently did an audit on 167 enrolled providers across the state. Only one provider scored a perfect 100 on the review of ten records. Fifty-one percent of the providers got 75%. The auditors were responsible for reviewing records and verifying supporting documentation for eleven questions. Unfortunately, some records had nothing documented. • SCFAC members discussed the importance of making sure that providers and professionals receive appropriate training regarding documentation of case notes. There was discussion about the level of education required for 	<p>Leza will provide SCFAC with a copy of the CSS provider audits.</p>

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	<p>professionals performing CSS. Leza referenced 10A NCAC 27G .0104 (staff definitions). As a result of the audit scores, all providers will need to send staff to Medicaid training. In addition, corrective action plans will have to be developed.</p> <ul style="list-style-type: none"> • Leza stated that the Division is in the process of pulling records on 30 more providers in order to review actual documentation. The Division will be sending out information today regarding findings of the audits and possible rate reduction including the fact that the majority of CS services are being provided by paraprofessionals. At some point, the Division anticipates review of the documentation of staff training. The Secretary plans to issue a revised rate by the end of next week based on the audit findings and rate review. • Several SCFAC members stated they support the rate reduction and believe that this change is long overdue. In addition, discussion included the importance of all consumers having a Person Centered Plan (PCP) in their records. Leza mentioned that all LMEs should be receiving every PCP and, if providers are not submitting them to the LME, then the Division needs to know. It is imperative that services are appropriately delivered and the service is what the consumer needs. SCFAC members briefly commented on how some consumers and family members fear retaliation and loss of services if they file a complaint. • Leza distributed a handout consisting of twelve recommendations for revision of Community Support for adult services. After a lengthy discussion with SCFAC, there was an overall consensus that SCFAC embraced the twelve recommendations. Leza also confirmed that there is a child recommendation in place. The only difference between the adult and child recommendations involves there being no set limits due to Early Periodic Screening Diagnosis Treatment (EPSDT). 	
<p>Local CFAC to SCFAC Communication Template Sub-Committee</p>	<ul style="list-style-type: none"> • SCFAC members expressed appreciation for the commitment and effort made by the local CFACs regarding the first submitted report. Marian Spencer reported that 24 out of 29 CFACs have submitted reports to the SCFAC for review. • The sub-committee members arranged the data according to disability and also into four categories: <ul style="list-style-type: none"> ○ Transformation, ○ Transportation, ○ Housing, and ○ Education. 	<p>Marian Spencer will send out a reminder to the five CFACs who have not yet submitted their reports. If there is no response within one week, then the SCFAC Regional Chairs will connect with the local CFAC Chairs.</p> <p>SCFAC members will review the input from the local CFACs and identify three priorities from each disability category as well as three emerging concerns and three recommendations to Marian Spencer</p>

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	<ul style="list-style-type: none"> SCFAC members approved a motion that allows the sub-committee to compile the final report once the committee receives the information. 	<p>and Kathy Daughtry.</p> <p>Kathy Daughtry will be reimbursed \$16.00 for printing costs associated with the report.</p>
Protection and Advocacy for Individuals with Mental Illness (PAIMI): Kent Earnhardt	<ul style="list-style-type: none"> Kent Earnhardt, Protection and Advocacy for Individuals with Mental Illness (PAIMI), gave an overview of PAIMI and provided SCFAC members with PAIMI and GACPD pamphlets. In addition, Kent informed SCFAC members that the Governor is re-designating GACPD from the Department of Administration to Carolina Legal Assistance effective July 1, 2007, to oversee protection and advocacy in NC. If members wish to provide feedback, there is an opportunity to do so during public comment time at www.GACPD.com. Kent distributed the final report and analysis that was completed by UNC-Chapel Hill School of Social Work on: <ul style="list-style-type: none"> Consumer and Family Advisory Committees, State Psychiatric Hospital Discharge Process and Community Transition Services in the NC Public Mental Health System, and Human Rights Committees in the NC Public Mental Health System. Kent invited SCFAC members to attend the April 13, 2007 PAIMI meeting being held in Raleigh. Further information can be found on the website at www.GACPD.com. 	
SCFAC Letters of Support: Andrea Stevens, Ron Kendrick and Carl Britton-Watkins	<ul style="list-style-type: none"> It is the overall consensus of SCFAC to support the “No Wrong Door” policy. Andrea Stevens drafted a letter opposing single portal entry and the letter was approved by SCFAC. The majority of members signed the letter. Ron Kendrick and Carl Britton-Watkins created a letter expressing SCFAC’s position regarding the distribution protocol for the Mental Health Trust Fund. The letter was approved by SCFAC and members signed the letter. 	<p>The signed letters will be mailed to the General Assembly members on Friday, April 13, 2007.</p>
External Advisory Team Update: Judy Dempsey	<ul style="list-style-type: none"> Judy Dempsey reported that EAT is reviewing Claims Reporting Forms to ensure consistency. The EAT also reviewed competency definitions during the recent EAT meeting. Judy gave an overview of the present members attending EAT to include: Department of Social Services (DSS), LME staff, Non-profit Staff, SCFAC Members, NC Psychological Association staff and Mental Health Association Staff. Carl Britton-Watkins provided SCFAC members with the privileging checklist. 	

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<p>SCFAC Regional Sub-Committees</p>	<ul style="list-style-type: none"> • Terry Burgess (Eastern Region) distributed an email he received from a concerned citizen in Wilmington. Terry also read an email received from a family member in Beaufort County containing information regarding the need for additional CAP MR/DD slots. Finally, there were some issues received from a family member residing in Carteret County who stated there are concerns about communication with the LME. • Cynthia Vester (Central Region) stated that CFAC groups appreciate receiving information from the SCFAC and the opportunity to express concerns to the SCFAC: <ul style="list-style-type: none"> ○ Sandhills CFAC reports that their overall level of satisfaction with the LME was good. ○ Edgecomb Nash Wilson Green CFAC has had a 71% attendance rate. ○ OPC CFAC has been corresponding with the LME weekly and CFAC members are very pleased. • David Taylor, Jr. (Western Region) told the group that he has contacted all CFACs in his region to let them know he is available to help. David then distributed a written summary of information: <ul style="list-style-type: none"> ○ pbH Conference was a huge success. ○ NC Youth Leadership Network (NCYLN) has scheduled a June summer conference in Asheville. The group has written a bill to put disability education in the schools. If the bill passes, then the class will become an official class for students. ○ The Western Region Conference is in the developmental stages. Foothills LME has offered a building for the event. There has been no response from CFACs in the area. 	<p>Carl Britton-Watkins will respond to email concerns received by regional chairs. SCFAC members agreed that many of the issues will need to be dealt with in the local community.</p>
<p>SCFAC MH/DD/SAS Disability Sub-Committees</p>	<ul style="list-style-type: none"> • Carl Britton-Watkins discussed the development of disability specific sub-committees in each region. This structure would simplify the assessment of MH/DD/SAS issues in each region. There was some discussion regarding the lack of equal disability category representation on the SCFAC in each region. • There was discussion among SCFAC members regarding the repeated absenteeism of some members. It is important that the committee gets people who are willing to participate and attend meetings. Members agreed to address absenteeism at the May meeting. 	<p>The appointing authority has been notified of Pat Coleman's lack of attendance.</p>
<p>Next Meeting Date</p>	<p>The next meeting is scheduled for May 10, 2007, from 9:30 A.M.–3:00 P.M. Meetings are held at the Holiday Inn North, 2805 Highwoods Blvd., Raleigh.</p>	

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April 2007 Meeting Agenda	Approval of the Agenda. Approval of the April 2007 minutes. SCFAC Annual Meeting with Carmen Hooker Odom Public Comment & Issues Session. SCFAC/Local CFAC Communication Template Sub-Committee. SCFAC Budget. Absentees and Disposition. Provider Performance Measures Sub-Committee. External Advisory Committee Update. Executive Leadership Team Update.	
Future Discussion	Carmen Hooker Odom and Mike Moseley will attend the May SCFAC meeting. Provider Performance Measures. Bob Kurtz, Presentation on the Crisis Intervention Team (CIT) projects.	